

## Effect of Job Competency, Job Satisfaction and Work Environment on Employee Work Achievement at Pt Bank Papua Sorong

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### Abstract

*This study aims to determine the effect of work competence, job satisfaction and work environment on employee performance at PT Bank Papua Sorong. The research method used is associative with a quantitative approach. The population used in this study were all employees of PT Bank Papua Sorong as many as 66 people. The sampling technique used purposive sampling method with certain criteria, in order to obtain 30 people. The results of the study show that work competence, job satisfaction, and work environment together affect the work performance of employees at PT Bank Papua Sorong. Job satisfaction has no effect on work performance, while work competence and work environment affect employee performance at PT Bank Papua Sorong.*

**Keywords:** Job Competence, Job Satisfaction, Work Environment, Job Performance.

### INTRODUCTION

Human resources play a very important role in the progress of the organization. Every organization always strives to improve the success of human resources in carrying out their duties efficiently and effectively so as to achieve the goals that have been set. The success of the organization in achieving its goals is highly dependent on the work performance achieved by each employee. Along with the development of technology, information, knowledge, and human needs, the banking industry is required to have potential human resources. Regional Development Banks as banks that support the economic sector in regional development for the better are required to have quality human resources.

PT Bank Papua (formerly known as the Regional Development Bank of Irian Jaya/BPD Irian Jaya) is the only regional bank that is useful for improving the community's economy, especially in Papua. Basically, the bank is a place of storage, distributor, and intermediary in payments. In carrying out the main tasks, it is necessary to pay attention to aspects of speed, accuracy, and accuracy in serving customers. This company cannot be separated from human labor, even though the company's activities are basically only offering customer service and the use of technology in its operations, because no matter how advanced technology is without being supported by humans as its resources, the company's goals will not be achieved.

The target of this research is the problem of employee performance. Basically, work performance emphasizes more on the results obtained from a job as a contribution to the agency/organization where he works. The assessment targets include skills, ability to carry out assigned tasks, performance in carrying out tasks, how to make reports on carrying out tasks, and physical and spiritual toughness during work.

Nitisemito (2008: 183) defines the work environment as everything that is around the workers that can affect them in carrying out the tasks assigned.

Research from Tjiong Fei Lie and HotlanSiagian (2018), examines "The Effect of Job Satisfaction on Employee Performance Through Work Motivation on Cv. Union Event Planners". This study aims to determine the effect of job satisfaction on employee performance through work motivation. The method used is quantitative with a research sample of 57 employees CV. Union Event Planners. Based on the results of data analysis, it can be concluded that job satisfaction has a significant effect on employee motivation at CV. Union Event Planner, work motivation and job satisfaction have a significant effect on employee performance.

Research from Lukiyana and FirmanDavi Firdaus (2017), examines "The Influence of Workload and Work Environment on Employee Work Performance with Job Satisfaction as an Intervening Variable in the Warehouse Section at Pt. SarijasaTransutama Jakarta". This study was conducted to measure the effect of workload and work environment on employee performance with job satisfaction as an intervening variable at PT. SarijasaTransutama Jakarta warehouse section. The sample studied amounted to 68 respondents. This study uses qualitative analysis and quantitative analysis. Testing is done with the system simultaneously and partially. The results of the analysis show that the workload has a significant effect on employee performance, the work environment has a significant effect on employee performance,

### Framework

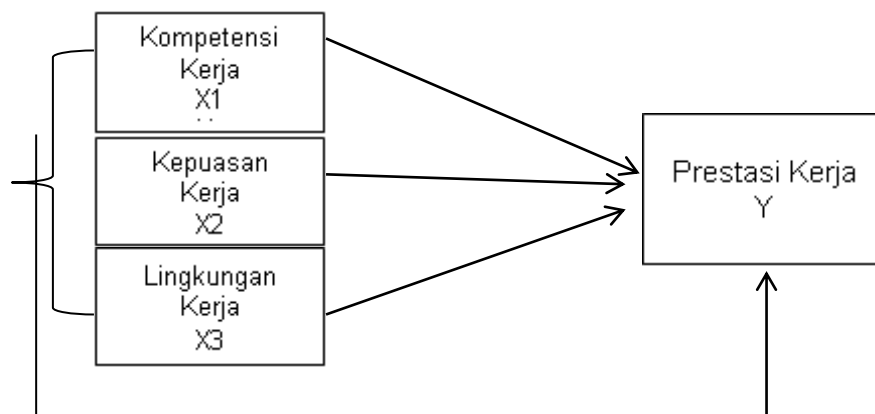


Figure 1. Framework

Source: Processed Data (2019)

### METHODS

This research uses associative research method. Sugiyono (2015: 112) defines associative research, namely a method for finding correlations or causal relationships (causal relationships). This research was conducted to prove the effect of work competence, job satisfaction and work environment as independent variables (independent) on job performance as the dependent variable (dependent). The object of this research is PT Bank Pembangunan Daerah Papua or Bank Papua in Sorong City. The address is Jl. Ahmad Yani No. 18 Sorong City, West Papua – 98416, Indonesia.

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics, determined by researchers to be studied and then drawn conclusions, Sugiyono (2012: 115). The population in this study are employees of PT. Bank Papua Sorong as many as 66 people.

Sugiyono (2012:116), the sample is part of the number and characteristics possessed by the population. Sampling in this study was carried out using the purposive sampling method. Purposive Sampling is a technique to determine research samples with certain considerations or criteria. The criteria used in this study are respondents who have a working period of 5 years. So the samples taken in this study were 30 people. Sugiyono (2012: 199-203), a questionnaire or questionnaire is a data collection technique that is done by giving a set of questions or written statements to respondents to answer. Interviews are a method of collecting data by means of one-sided questions and answers that are carried out systematically and based on the research objectives of Marzuki (2005).

### **Data analysis technique**

#### **Multiple Linear Regression Analysis**

Linear regression is a statistical tool used to determine the effect of one or more variables on a single variable. Variables that influence are often called independent variables, independent variables or explanatory variables. The variable that is affected is often called the dependent variable or the dependent variable. Linear regression can only be used on interval and ratio scales. In general, linear regression consists of two, namely simple linear regression with one independent variable and one dependent variable; and multiple linear regression with several independent variables and one dependent variable. Multiple regression is a regression or prediction model that involves more than one independent variable or predictor. The term multiple regression can also be referred to as multiple regression. The word multiple means plural or more than one variable. Multiple Linear Regression is a multiple regression model if the dependent variable is interval or ratio data scale (quantitative or numerical). To determine the effect between the independent variable (X) and the dependent variable (Y), the calculations were carried out using the multiple linear regression analysis method. The multiple linear regression formulation is:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where:

Y= Job Performance (dependent variable)

a= Constant

b1 b2 b3 = Regression coefficient of each variable

X1= Work Competence (independent variable)

X2= Job Satisfaction (independent variable)

X3= Work Environment (independent variable)

e= Standard error Standar

#### **Hypothesis Testing with F . Test**

In this study, the F test was used to determine the level of significant effect of the independent variables simultaneously (simultaneously) on the dependent variable.

#### **Hypothesis Testing with t Test**

In this study, the t-test was used to determine the significance of the effect of the independent variables separately or partially on the dependent variable

## **RESEARCH RESULTS**

Research result

Multiple Linear Analysis

Based on the results of calculations using the SPSS program as shown in Table 1, it can be seen in the "Coefficient" section that the regression model obtained is:

Table 1. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	tsp. Error	Beta			tolerance	VIF
1(Constant)	-.589	2.806		-.210	.835		
Job competence	.630	.110	.645	5.732	.000	.710	1.409
Job satisfaction	.048	.089	.051	.537	.596	.988	1.013
Work environment	.337	.113	.335	2,993	.006	.716	1.396

Source: SPSS Data Processed Results

From the results of Table 1, the following multiple linear regression equations are obtained:  
Regression model:  $Y = -0.589 + 0.630X_1 + 0.048X_2 + 0.337X_3 + e$  illustrates that the independent variables (independent) Work Competence ( $X_1$ ), Job Satisfaction ( $X_2$ ), and Work Environment ( $X_3$ ) in the regression model can be stated if one independent variable changes by 1 (one) and the other is constant, then the change in the dependent variable (dependent) of Work Performance ( $Y$ ) is equal to the value of the coefficient (b) of the value of the independent variable.

The constant ( $\alpha$ ) of -0.589 gives the understanding that if Work Competence ( $X_1$ ), Job Satisfaction ( $X_2$ ) and Work Environment ( $X_3$ ) simultaneously or together do not change or are equal to zero (0) then the amount of Work Performance ( $Y$ ) of -0.589 units.

If the value of  $b_1$  which is the correlation coefficient of Work Competence ( $X_1$ ) is 0.630, which means it has a positive influence on the dependent variable ( $Y$ ), it means that if the Work Competence variable ( $X_1$ ) increases by 1 unit, then Work Performance ( $Y$ ) will also increase. of 0.630 units assuming other variables are fixed or constant.

If the value of  $b_2$  which is the correlation coefficient of job satisfaction ( $X_2$ ) is 0.048, which means it has a positive influence on the dependent variable ( $Y$ ), it means that if the Job Satisfaction variable ( $X_2$ ) increases by 1 unit, then Job Performance ( $Y$ ) will increase by 1 unit. 0.048 units

assuming other variables are fixed or constant.

If the value of  $b_3$  which is the correlation coefficient of the Work Environment (X3) is 0.337, which means it has a positive influence on the dependent variable (Y), it means that if the Work Environment variable (X3) is increased by 1 unit, then Work Performance (Y) will increase by 1 unit. 0.337 units assuming other variables are fixed or constant. Thus it can be seen that every time there is a change in the Work Competence Factor (X1), Job Satisfaction (X2) and Work Environment (X3) it will be able to affect Work Performance (Y).

### Hypothesis test

Formulation of the tested hypothesis with a significant level used in this study of 5% or  $= 0.05$  then the results of testing the hypothesis are:

### Fuji test

In Table 2, it can be seen that the F test is used to test all independent variables for the influence of Work Competence (X1), Job Satisfaction (X2) and Work Environment (X3) which will affect the Work Achievement variable (Y).

Table 2. F . test

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	36,179	3	12,060	28,450	.000a
Residual	11.021	26	.424		
Total	47,200	29			

Source: SPSS Data Processed Results

The results of regression analysis using SPSS were obtained with a significant level of p-value  $= 0.001 < 0.05$ , it can be concluded that Work Competence (X1), Job Satisfaction (X2) and Work Environment (X3) together have a significant effect on Work Performance (Y) .

### Test

The t test is used to test the significant effect of the independent variable on the dependent variable in the regression model that has been generated. Then the t test is used to test each independent variable on the dependent variable.

From the results of the t test in Table 5.7, it can be seen that Work Competence (X1) has a p-value significance of  $0.000 < 0.05$ , it can be concluded that  $H_a$  is accepted and rejected  $H_o$  or Work Competence (X1) has a significant effect on Work Performance (Y).

From the results of the t-test in Table 5.7, it can be seen that Job Satisfaction (X2) has a p-value significance  $= 0.596 > 0.05$ , it can be concluded that  $H_a$  is rejected and accepts  $H_o$  or Job Satisfaction (X2) has no significant effect on Job Performance (Y).

From the results of the t-test in Table 5.7, it can be seen that the Work Environment (X3) has a significant p-value  $= 0.006 < 0.05$ , it can be concluded that  $H_a$  is accepted and rejected by  $H_o$  or the Work Environment (X3) has a significant effect on Work Performance (Y).

## DISCUSSION

### **The Influence of Work Competence, Job Satisfaction and Work Environment on Work Performance**

The results showed that simultaneously work competence, job satisfaction and work environment together had a significant effect on employee performance at PT Bank Papua Sorong, because the level of the level was significantly smaller so that work performance was significantly influenced by job competence, job satisfaction. and work environment. With the results and model of this study indicate that in improving the work performance of employees of PT Bank Papua Sorong, it must be noted that the tasks and work given to employees must be in accordance with the abilities of the employees. In addition, it must pay attention to rewards or salaries, as well as promotions for employees who can complete the work according to the specified target. Then, must pay attention to a conducive work atmosphere,

#### **The Influence of Work Competence on Work Performance**

The results of the study indicate that work competence has a significant effect on the work performance of PT Bank Papua Sorong employees. knowledge and skills possessed by employees can help employees in working and carrying out their daily tasks well, always being able to complete every job that is done in accordance with the targeted time.

With the work competence or work ability of employees according to the Constitutional Court, it can certainly improve employee work performance. Employees are a resource for an organization, because the success of the organization cannot be separated from the role of employees in carrying out their duties. One of the factors that can affect employee performance is work competence which is the ability or knowledge possessed by employees at work. With this knowledge, it can encourage the work spirit of PT Bank Papua Sorong employees to be able to excel, meaning that they can complete work according to the specified target.

#### **The Effect of Job Satisfaction on Job Performance**

The results showed that job satisfaction had no significant effect on employee performance at PT Bank Papua Sorong. This is because there is too much workload that is not in accordance with the time spent working, there is an unfavorable relationship between co-workers and also dissatisfaction with the promotion that must be given to employees who are able to complete the work according to the targets set by the company.

#### **Influence of work environment on work performance Prestasi**

The results showed that the work environment had a significant effect on the work performance of PT Bank Papua Sorong employees. This is due to the existence of a conducive work atmosphere that makes employees comfortable at work, the creation of good relationships with co-workers so as to help employees and work and carry out their daily tasks, always maintain cleanliness so that employees feel comfortable working in the workspace.

With an appropriate work environment, it will certainly be able to improve employee performance. Employees are a resource for an organization, because the success of the organization cannot be separated from the role of employees in carrying out their duties. One of the factors that can affect employee performance is the work environment in which employees do their jobs. A clean, comfortable, and pleasant work environment will allow employees to carry out their duties and work without being disturbed. Thus, this situation encourages the work spirit of PT Bank Papua Sorong employees to be able to excel, meaning that work can be completed on time and according to the set

targets.

### CONCLUSION

The conclusions in this study include:

1. Work competence, job satisfaction and work environment simultaneously or together have a significant effect on employee performance at PT Bank Papua Sorong.
2. Work competence partially has a positive and significant effect on employee performance at PT Bank Papua Sorong.
3. Job satisfaction partially has no effect on employee performance at PT Bank Papua Sorong.
4. The work environment partially has a positive and significant effect on employee performance at PT Bank Papua Sorong.

### Suggestion

Based on the findings and conclusions of this study, the following recommendations can be made:

1. For PT Bank Papua Sorong to pay more attention to the job satisfaction of each employee so as to improve employee performance.
2. For future research, it is hoped that further research using other variables is expected, considering that there are still many other factors that can affect work performance.

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